



TERMS AND CONDITIONS

MY COMMITMENTS

- 🐾 I agree to adhere to any specific instructions given by you the owner in relation to the care and management of your dog.
- 🐾 I will take the utmost care of your dog, ensuring its safety and welfare always whilst in my care. I will do everything within my power to protect your dog from any danger and will treat your dog with the love, respect and kindness I would show my own dogs, ensuring that they have the very best experience.

GENERAL

- 🐾 Clients will be deemed to have accepted Cotswold Tail Trails terms and conditions for each service and the general terms and conditions on booking of services.
- 🐾 The client gives Cotswold Tail Trails permission to enter their property to carry out the booked service at the arranged date and time
- 🐾 Cotswold Tail Trails will keep safe and confidential all keys, remote control entry devices, access codes and personal information of the client and to return same to the Owner at the end of the contract period or immediately upon demand.
- 🐾 You agree to provide keys/arrange access to your dog so that Cotswold Tail Trails are able to collect your dog from your home for dog walking appointments.
- 🐾 All dogs must be microchipped, wear a collar and tag with the telephone number of the owner engraved upon it.
- 🐾 Dog must be in a secure location prior to collection by the dog walker. Loose in a garden does not constitute this.
- 🐾 All dogs must be provided with a collar or harness and lead. Cotswold Tail Trails is not held liable for any injury or any damage caused or incurred by the client's dog escaping due to an ill-fitting or faulty collar or lead.

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- 🐾 Cotswold Tail Trails will not confirm any booking until there has been a consultation with the owner who must disclose any behavioural or medical condition that may make their dog unsuitable for group walks. This would include antisocial behaviour, aggression, possessive behaviour, lack of training and conditions such as incontinence, chronic vomiting or travel/ mobility problems.
- 🐾 Cotswold Tail Trails must be informed if your dog does or has EVER used a muzzle and this should be made available for use at our discretion
- 🐾 Your dog will be walked individually in the first instance, accompanied only by dogs from your household if applicable. Dogs that have been walked individually for at least 2 weeks may be accepted for group walks

(maximum 4 dogs) at your specific request but only if I believe your dog is adequately trained and socialized and likely to 'fit in' with other dogs in a group.

- 🐾 Cotswold Tail Trails reserve the right to refuse or discontinue walks for any dog deemed to be unsuitable for group walks. Individual walks will still be considered.
- 🐾 The client must provide Cotswold Tail Trails with a name and contact telephone number of someone capable of making a decision relating to their dog in an emergency. A nominated vet's details will also be recorded, and they will be contacted if we are unable to communicate with the owner or their representative.
- 🐾 In the unlikely event that it is necessary, you authorize me to obtain any emergency veterinary care that may be necessary during the time spent with your dog. Every effort will be made to contact you or any named contact prior to obtaining emergency care. You accept responsibility for any charges related to this emergency care. You also authorize me to utilize an alternative veterinarian in the event your regular veterinarian is unavailable.
- 🐾 The client is responsible for any veterinary bills, no matter how they are incurred, whilst your dog is in my care.
- 🐾 I will care for your dog as you would, and according to your instructions but while I will make every effort to ensure your dog is well looked after whilst in my care, I cannot be held liable for any loss, injury or death to a pet either inside or outside of the home whilst in my care.
- 🐾 You agree to ensure your dog has not eaten in the hour before I collect him/her for a walk to ensure sufficient time to digest food before any exercise or play. Failure to do so may result in the potentially life-threatening condition Bloat (Gastric Torsion).
- 🐾 Where possible walks are carried out in open spaces and parkland where dogs can be safely walked off the lead. Though we endeavour to ensure the safety of all dogs, letting dogs walk off the lead carries a risk therefore we will only do this with your express permission.
- 🐾 Cotswold Tail Trails only walk dogs on a lead unless I accept your request to do otherwise and if a disclaimer form has been signed at the end of these terms and conditions. I can only accept requests to walk a dog off-lead if I believe the dog will behave correctly and has good recall ability.
- 🐾 We walk a maximum of 4 dogs per walker to ensure a safe and enjoyable walk for all dogs in our care and ensure we walk dogs of a similar temperament as well as geographically suitable dogs together.
- 🐾 Unless there are exceptional circumstances walks are at least 1 hour in length not including pick up and drop off.
- 🐾 In extreme weather (e.g. very hot weather or heavy snow) walks may be shorter to ensure the comfort of the dogs. This will be at the dog walker's discretion.
- 🐾 Your dog must be fully vaccinated and on a regular flea and worm control regime. In booking my services you confirm that your dog's vaccinations are up to date (I require sight of documented proof and will take a note of the date), and free from any infections or diseases.
- 🐾 Clients must inform Cotswold Tail Trails if their dog contracts any infectious condition (e.g. Kennel cough, conjunctivitis). Any dog with an infectious condition will not be walked until cleared to do so by a vet.

PAYMENT AND CANCELLATIONS

- 🐾 Full payment for dog walking services (agreed either at time of booking or subsequently) for the coming week must be made at the time of booking in the case of new clients. Alternative individual terms may be agreed with established regular clients subject to mutual agreement.
- 🐾 If you wish or need to cancel a dog walking booking it must be done no later than 18:30 the day before the booking. I reserve the right to charge 50% for any cancellation made with less notice. If I arrive at your home and cannot gain entry to your home in your absence or the door is not answered, the walk is fully chargeable.

INSURANCE

- 🐾 All carers and vehicles are insured for the safe care and transport of your animal. Animals are fully insured to travel in any vehicle driven by your pet carer. Unless you state otherwise, these terms and conditions assume that you, the client, have given permission for this.
- 🐾 Cotswold Tail Trails has comprehensive insurance covering public liability, vet fees and loss or straying, however we advise all clients to have their pets insured and reserve the right to refuse a booking for any animal who is not insured.



- 🐾 Applicable Terms and Conditions are subject to variation from time to time and are permanently on display here, on www.cotswoldtailtrails.co.uk In booking and agreeing to use my dog walking and pet services you agree to these terms without reservation.
- 🐾 Any reference to 'your dog' also refers to multiple dogs if you entrust more than one dog from your household to my care.

SHOULD YOU HAVE ANY QUESTIONS RELATING TO THESE TERMS AND CONDITIONS PLEASE CONTACT ME IN WRITING BY EMAIL FOR CLARIFICATION, WHICH I WILL BE HAPPY TO PROVIDE.

COTSWOLD
tailtrails
• SNIFFING OUT ADVENTURES •
CONTACT SHEET

Client's Name	
Address	
Telephone Number	
Emergency Name	
Emergency Number	



Pet's Name		D.O. B	
Pet's Breed and Sex		Male	Female
		Neutered Yes/No	Spayed Yes/No
Pet's Behaviour			
Pet's Markings			
Pet's Vet and Number			
Pet's Vaccinations and due date			

Please tick the box(es) and sign.

I agree to the Terms and Conditions	<input type="checkbox"/>	
I give permission for my dog(s) to be off the lead	<input type="checkbox"/>	
Signed:	Date:	